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STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 1/5/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Revised Task Order 31 to better meet client needs and include a web tool
- Began developing materials for content review session between PSG, SFAU, and Accenture
- Held meeting with PSG to review key transformational messages
- Created draft of presenter selection process for Student Aid Front 2 Back training
- Received approval from client for deliverables in revised Task Order 31

NEXT STEPS:

- Finalize materials and facilitate a Student Aid Front 2 Back training content review session between PSG, SFA University, and Accenture
- Revise work plan for Student Aid Front 2 Back training to include web tool development

ISSUES:

- Involvement of CIO with web based tool:
 - Creation Date: 1/5/01
 - Impact: Delivery date and roles
 - Impact Severity: High
 - Proposed Solution: Accenture responsible for development
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/15/01

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 1/12/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Finalized materials and facilitated a two day Student Aid Front 2 Back training content review session between PSG, SFAU and Accenture
- Revised work plan for Student Aid Front 2 Back Training to include web tool development
- Continued discussions with PSG concerning the presenter selection process for Student Aid Front 2 Back

NEXT STEPS:

- Define content level for Student Aid Front 2 Back training with SFA subject experts
- Define course objectives for Student Aid Front 2 Back
- Outline process model to be used in Student Aid Front 2 Back and web tool
- Obtain sign off from Greg Woods on Student Aid Front 2 Back process model and content level

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 1/19/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Developed processes to obtain presenters from SFA and Operating Partners for the Student Aid Front 2 Back course
- Defined course objectives for Student Aid Front 2 Back
- Outlined scope of content and models to be used in Student Aid Front 2 Back
- Revised Task Order 31 to include subcontracting of Mike Donnelly through PSG
- Held initial meeting to define the purpose and intended usage of the web tool

NEXT STEPS:

- Participate in Student Aid Front 2 Back storyboarding session with PSG and SFAU.
- Discuss and revise presenter selection process model with PSG and SFAU representatives.
- Draft a Communication Plan for the presenter selection process
- Draft a presentation for Greg Woods on the presenter selection process
- Obtain sign off from Greg Woods on the process models and scope of content for Student Aid Front 2 Back

ISSUES:

- Negotiation of billing rate for Mike Donnelly
 - Creation Date: 1/19/01
 - Impact: Significant cost increase for Student Aid Front to Back development
 - Impact Severity: High
 - Proposed Solution: Linh Nguyen to discuss issue with Steve Shane
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 1/24/01

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 1/26/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Participated in Student Aid Front 2 Back storyboarding session with PSG and SFAU to design the course
- Discussed and revised presenter selection process model with PSG and SFAU representatives
- Drafted Communication Plan for the presenter selection process
- Attended SFAU Traditions training debrief session to obtain lessons learned to apply to Student Aid Front 2 Back
- Reviewed high-level Student Aid Front 2 Back course content with Candy Kane

NEXT STEPS:

- Draft a presentation for Greg Woods on the presenter selection process
- Hold Student Aid Front 2 Back design session to confirm course activities and themes
- Hold meeting with SFAU and PSG to discuss the presenter selection process
- Hold meeting with PSG to discuss the proposed Student Aid Front 2 Back presenter application

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 2/2/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Participated in Student Aid Front 2 Back design team meeting to discuss client comments and next steps
- Developed a revised content model for Student Aid Front 2 Back incorporating client comments
- Discussed and revised presenter selection process model and Communication Plan with PSG and SFAU representatives
- Colaborated with PSG to draft the Student Aid Front 2 Back presenter application
- Facilitated initail meeting to discuss logistics, planning, roles and timeframes for Student Aid Front 2 Back

NEXT STEPS:

- Hold meeting with PSG and SFAU to discuss the Student Aid Front 2 Back presenter application
- Participate in Student Aid Front 2 Back meeting with SFA's Transformation Partner (Public Strategy Group (PSG)) and SFAU to discuss course design
- Continue Student Aid Front 2 Back design sessions
- Meet with SFAU to clarify Student Aid Front 2 Back course objectives
- Obtain and summarize outcome from logistics meeting
- Revise Student Aid Front 2 Back work plan as neccesary
- Meet with SFAU client to discuss revisions to the task order
- Hold meeting with PSG to revise and finalize the Student Aid Front 2 Back presenter application

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 2/16/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Began designing strategy for interim Student Aid Front 2 Back registration solutions to present to SFAU
- Continued work on Student Aid Front 2 Back storyboarding and course design
- Reviewed Student Aid Front 2 Back storyboards with subject matter experts and client sponsor
- Obtained event planning firm bids for Student Aid Front 2 Back logistics
- Finalized Student Aid Front 2 Back Communication Plan and submitted to SFA for implementation
- Finalized Student Aid Front 2 Back presenter selection process and obtained approval from SFA
- Outlined Student Aid Front 2 Back presenter application review process and audition process
- Created plan for Student Aid Front 2 Back pilot course and assigned related tasks
- Held Student Aid Front 2 Back status meeting with project managers and process owners of logistics, communications, and course design
- Conducted pilot of Student Aid Front 2 Back alignment icebreaker with Accenture O&HP team
- Held initial discussions for web tool business case
- Reviewed portfolios of graphic design firms
- Began conceptual design of financial aid game for Student Aid Front 2 Back course

NEXT STEPS:

- Propose interim recommendations for the registration process
- Finalize course storyboards and course outline for Student Aid Front 2 Back
- Present Student Aid Front 2 Back storyboards to Greg Woods
- Receive bids and select graphic design firm
- Evaluate bids and select event planning firm
- Prepare and present Student Aid Front 2 Back status, storyboards, and Operating Partner strategy to Senior Leadership Council
- Facilitate Operating Partner Training work group meeting
- Facilitate teleconference call with Operating Partner Executives to solicit participation with Student Aid Front 2 Back facilitation and delivery

ISSUES:

- None to report for this period



RISKS:

- Further funding must be obtained to continue development of Student Aid Front 2 Back past February 28, 2001:
 - Creation Date: 2/16/01
 - Impact: May impact continuation of development, subcontracting arrangements, and subsequent delivery timeframe
 - Ability to Control: None
 - Mitigation Strategy: Design / Scope the work into phases with associated costs for each phase.
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01
- Further funding is also critical to ensure timely subcontracting arrangements for graphic designer and event planners and PSG:
 - Creation Date: 2/16/01
 - Impact: Delay in subcontracting with PSG may limit participation; Delay beyond 2/23 in subcontracting for graphic design firm may impact delivery of course material for pilot; Delay beyond 2/28 in subcontracting for event planning firm may impact availability and/or cost of space for regional course delivery
 - Ability to Control: Low
 - Mitigation Strategy: Discuss with PSG the availability of their resource; pilot materials may be drafts without graphics; event planner will source lowest cost, available space
 - Action Point of Contact: Laura Miller



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 2/23/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Finalized course storyboards and course outline
- Presented Student Aid Front 2 Back storyboard to Greg Woods
- Began development of course materials for Student Aid Front 2 Back
- Received bids and evaluated graphic design firms
- Evaluated bids and made recommendations for event planning firms
- Prepared and presented Student Aid Front 2 Back status and Operating Partner strategy to the Senior Leadership Council
- Facilitated Operating Partner training work group meeting
- Facilitated teleconference call with Operating Partner Executives to solicit participation with Student Aid Front 2 Back facilitation and delivery

NEXT STEPS:

- Continue development of course materials for Student Aid Front 2 Back
- Hold final meeting for presenter selection process
- Select graphic design firm

ISSUES:

- None to report for this period

RISKS:

- Further funding must be obtained to continue development of Student Aid Front 2 Back past 2/28/01:
 - Creation Date: 2/16/01
 - Impact: May impact continuation of development, subcontracting arrangements, and subsequent delivery timeframe
 - Severity of Impact: High
 - Ability to Control: None
 - Mitigation Strategy: Design/Scope the work into phases with associated costs for each phase
 - Progress/Resolution: Discussion with Anne Teresa about incremental funding approach held on 2/16/01. Incremental funding amount recommendation given to Anne Teresa on 2/20. Further discussions were held on 2/21 and 2/23.
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01



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 - Severity of Impact: High
 - Ability to Control: Low
 - Mitigation Strategy: Discuss with PSG the availability of their resource; pilot materials may be drafts without graphics; Event planner will source lowest cost, available space
 - Progress/Resolution: Discussion of contingencies held with Anne Teresa 2/16/01
 - Action Point of Contact: Laura Miller



**Front 2 Back Process Owners Status Report
February 27, 2001**

1. Facilitators
 - Selection Process (Midge)
 - Train the Trainer (Laura)
2. Course Design/Development
 - Storyboard (Laura)
 - Graphic Artists (Anita)
3. Video
 - This is SFA (Candace)
 - Face of Modernization (Laura)
4. Operating Partner
 - Teleconference Follow Up (Sarah)
5. Logistics (Vicki)
 - Selection Process
 - Site Location
 - Portals Classroom Needs
6. Communication Plan (Anita)
 - Message from Greg Woods
 - Facilitator Selection/Application message

Issues

-
-
-

Action Items

-
-
-



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 3/2/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Continued development of course slide show
- Continued development of instructor guide
- Began development of participant guide
- Continued development of student game
- Met with client concerning music and giveaway selections for the Student Aid Front 2 Back course
- Finalized announcement communication for Student Aid Front 2 Back presenter selection process and sent to SFA and Operating Partners
- Met with logistics team to establish a process for logistics coordinator and logistics host selection as well as the communications process around it

NEXT STEPS:

- Continue development of course slide show
- Continue development of instructor guide
- Continue development of participant guide
- Continue development of student game
- Finalize music and giveaway selections
- Develop role descriptions for logistics coordinators and logistics host positions
- Meet with facilitator selection team to start discussing next steps and audition process

ISSUES:

- None to report for this period

RISKS:

- Further funding must be obtained to continue development of Student Aid Front 2 Back past 2/28/01:
 - Creation Date: 2/16/01
 - Impact: May impact continuation of development, subcontracting arrangements, and subsequent delivery timeframe
 - Severity of Impact: High
 - Ability to Control: None
 - Mitigation Strategy: Design/Scope the work into phases with associated costs for each phase
 - Progress/Resolution: Discussion with Anne Teresa about incremental funding approach held on 2/16/01. Incremental funding amount recommendation given to Anne Teresa on 2/20. Further discussions were held on 2/21 and 2/23. Majority of requested funds received on 2/28
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01
 - Actual Resolve Date: 2/28/01



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 - Severity of Impact: High
 - Ability to Control: Low
 - Mitigation Strategy: Discuss with PSG the availability of their resource; pilot materials may be drafts without graphics; Event planner will source lowest cost, available space. Funding received 2/28 to cover PSG. SFA has contracted with a graphics designer.
 - Progress/Resolution: Discussion of contingencies held with Anne Teresa 2/16/01
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01
 - Actual Resolve Date: 2/28/01



Front 2 Back Process Owners Status Report March 6, 2001

7. Taglines (Laura)

- Process owners voted on the preferred tagline. It was narrowed down to two final taglines:
 - ♦ Front 2 Back: From Dreams to Reality
 - ♦ Front 2 Back: The World of Student Aid
- The winning tagline was Front 2 Back: From Dreams to Reality
- Anne will need to approve the tagline

8. Music (Laura)

- The 3-disc CD we selected, Swing's Greatest Hits, is available on line for \$20.00. We are looking into cheaper CDs, which may mean using only 1 CD.
- Pat found another swing CD cheaper. She will investigate whether or not it is instrumental. Our preference is instrumental.

9. Facilitators

- Application Submission Update (Midge)
 - We currently have received 15 applications
 - Coaches thought they should have been automatically selected.
 - Training Officers thought they shouldn't have to audition.
 - DCS have attended facilitation training for meetings 2 years ago, and thought they should be exempt from the TTT facilitation process.
 - We need to send out reminders to SFA to encourage more people to apply.
- Application Review Process (Midge)
 - Application review will begin early next week. The review team includes Sarah, Skip, Mike Donnelly, and Midge.
- Train the Trainer (Laura)
 - Mike Donnelly will be taking the lead in the design of the Train the Trainer course. We'll meet today at 1:00 p.m. to cover logistics and general ideas, although Mike Donnelly will not be attending.
 - The train the trainer group will meet again on Friday at 9:30. Laura will ensure that outcomes from today's meeting will be communicated to Mike Donnelly for inclusion on materials presented on Friday.
- Initial Week of Course Delivery (Laura)
 - There will be no more than 3 courses in the first week of course delivery (week of May 15-18). We should have one DC and one Region on the 15th for simultaneous rollout.
 - Full ramp up by 3rd week (week of May 28-June 1)
 - We will not want to have more than 15 simultaneous courses at the same time.
 - Delivery has been extended to August 1.

10. Course Design/Development

- Prototypes & Development Review (Laura)
- Graphic Artists (Anita)



11. Pilot (Pat)

- Site Location
 - Back up plan in DC will be held at Courtyard or War and Peace Room
 - Pat found space in Chicago – the Office of Civil Rights has a conference room to seat 35. We can bring in food.
 - NCS will need to secure sleeping rooms for 6 (design team, facilitators, logistics coordinators) + approx. 5 for potential Operating Partner audience members.
- Audience Selection Process
 - Need to have a note from Anne to the senior leadership and their chief of staff with a suggestion of people and why they were selected. If not selected, can they offer someone else to fit the profile. This note should go out before discussing the opportunity with individuals.
 - Copies of course materials will be low fi.
 - We need to schedule a walk through and a run through. These will be scheduled for Wednesday, March 14th – all day.

12. Video (Candace)

- This is SFA video - Round of interviews on 14th and 15th. Working on Regional schedules to get regional employees on the video.
- Candace will ensure that diverse group of people are represented on the video.
- Stephen suggested that we include union representatives in the video.
- Streaming the video for the website was suggested for follow up.
- Alternative ideas: the NAFSA video would be good to play during lunch.

13. Operating Partners (Sarah)

- Feedback from Operating Partners
 - Sarah hasn't heard anything yet. Messages were sent to the "suits" and the workgroup members.
 - We are waiting to find out how they want to participate: providing sessions, come to SFA sessions, providing facilitators, sending facilitators to Train the Trainer
 - Anne is scheduling another workgroup meeting next week.
 - Sarah will contact the workgroup members this week to solicit facilitators. By Monday, if Sarah hasn't received high-level plans for participation, she will contact the "suits."

14. Meeting with Jim Barnard (Sarah)

- Everything should be in the justification memo.
- Shirts are o.k.
- Travel will be on a case-by-case basis. Approval will be in advance.
- Hotels should be on the FEMA list.

15. Logistics (Vicki)

- Registration System –
 - At no cost (due to less than 80 hours of work), SFA's CIO office is responsible for creating an external link to the existing registration system.
 - Operating Partners will register their own folks, so they will need a password. Each Operating Partner will receive one password.
- Selection Process
 - Selection process mirrors the Facilitator Selection process.



- Site Location
 - Working through NCS; have enough money to secure regional sites; option in Task Order to find 40 sites in Washington, as back up plan
 - NCS will secure 3 sleeping rooms at each location.
 - Portals Classroom Needs – we need to check with Carolyn Craddock
16. Communication Plan (Anita)
- Messages Sent (Greg message and Facilitator Recruitment)
 - Upcoming Communication Messages/Calls
 - We need to send reminders. We may need to send clarification about our intention to cast the net and reiterate the purpose of the auditions. This message will go out with the reminder.
 - The message from Anne requesting senior leadership support for pilot audience members.
 - Update to Internal Communications
 - Wednesday 1:00 p.m., Room 4009
 - Midge will talk about Facilitator Selection Process
 - Katie Malague was suggested to present a course overview at the IC meeting.
11. Web Tool (Beth)

Issues

- None

Action Items

- Hotel rooms discussion between Sarah and Vicki to decide how to reserve enough for Operating Partners (facilitators and pilot participants and design team)
- Lock in on the activity we'll provide during lunch
- Discuss how or if we need to incorporate the SFA logo into the presentation and materials. Anita will check on the progress of the new logo development.
- Include Stephen Blair on status meeting distribution list.
- Laura and Pat will meet about scheduling flights – when the reservations will be made and when the design team, facilitators, and logistics coordinators should arrive. We should plan for cancellations.
- Pat will check with Linda Burkhardt about using Linda's laptop in the Pilot.
- Candace and Stephen will collaborate to get a union representative in the video.
- Sarah will call the training workgroup members to ascertain how Operating Partners plan to volunteer facilitators.
- Sarah will create frequent written reports to Anne on progress of facilitating side-by-side participation with Operating Partners
- Stephen will arrange a meeting with Candy, Sarah, Jim Lynch, Candace Hardesty, and Anne. Sarah will document for Jim Barnard our plans for the working lunch/giveaways/t-shirts/etc. and our justification for it.
- Laura will discuss Giveaways budget with Pat and Sarah.



- Laura will coordinate with Katie to present high-level Front 2 Back info (approach, outcomes, etc) at the IC meeting.
- Laura will run the tagline by Anne for review.
- Sarah will talk to Carolyn Craddock regarding equipment needs for the Portals classroom.

Potential Taglines

1. Front 2 Back: Student Aid from Dollars to Sense (spelled that way on purpose)
2. Front 2 Back: The Student Aid Story

3. Front 2 Back: From Dreams to Reality

4. Front 2 Back: Making Dreams Happen
5. Front 2 Back: Education in Your Hands
6. Front 2 Back: Financial Aid Behind the Scenes
7. Front 2 Back: A Roadmap to Student Aid
8. Front 2 Back: Around the World of Student Aid
9. Front 2 Back: The Student Aid Tour

Potential Promotional Lines

We Help Make Dreams Happen
We Make Their Dreams Reality
Making Dreams Reality



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 3/9/01

VALUE POINTS:

- Created first draft of 80% of the course materials including participants guide, presenters guide, slideshow, and game

ACCOMPLISHMENTS:

- Determined list and amount of course materials
- Continued development of course slide show, instructor guide, and student game for Student Aid Front 2 Back training
- Met with presenter selection team to begin discussing next steps and audition process
- Met with graphic artist to review content for Student Aid Front 2 Back
- Met with "internal communicators" and explained Student Aid Front 2 Back objectives and course design
- Met with client to discuss layout of instructor guide
- Met with video producer to talk about modernization video
- Met to further discuss the audition process for Student Aid Front 2 Back presenters
- Developed role descriptions for Logistics Coordinators and Logistics Host positions
- Met with client to discuss logistics issues and roles and responsibilities for Logistics Coordinators and Logistics Hosts
- Developed the high level agenda for the Student Aid Front 2 Back presenter training course

NEXT STEPS:

- Review draft of instructor guide, participant guide, slideshow and materials for Student Aid Front 2 Back with client and subject matter experts
- Revise instructor guide, participant guide, and materials for Student Aid Front 2 Back per client feedback
- Meet with graphic artist to review Student Aid Front 2 Back course content
- Meet with logistics team to review updates and create work plan with due dates
- Meet with presenter selection panel for update on application review
- Continue development of presenter training course
- User test the Student Aid Front 2 Back game and submit to graphic artist

ISSUES:

- None to report for this period



RISKS:

- Further funding must be obtained to continue development of Student Aid Front 2 Back past 2/28/01:
 - Creation Date: 2/16/01
 - Impact: May impact continuation of development, subcontracting arrangements, and subsequent delivery timeframe
 - Severity of Impact: High
 - Ability to Control: None
 - Mitigation Strategy: Design/Scope the work into phases with associated costs for each phase
 - Progress/Resolution: Discussion with Anne Teresa about incremental funding approach held on 2/16/01. Incremental funding amount recommendation given to Anne Teresa on 2/20. Further discussions were held on 2/21 and 2/23. Majority of requested funds received on 2/28.
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01
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 - Progress/Resolution: Discussion of contingencies held with Anne Teresa 2/16/01
 - Action Point of Contact: Laura Miller
 - Target Resolve Date: 2/28/01
 - Actual Resolve Date: 2/28/01



**Front 2 Back Process Owners Status Report
March 13, 2001**

1. Tagline Update (Laura)

- Student Aid Front 2 Back: From Dreams to Reality

2. Facilitators

- Application Review Update (Mike)
 - As of the initial application review session (3/12), everyone who applied will go through auditions
 - A logical regional site for auditions is being considered for mid-western and west coast applicants. There were not a lot of applicants from one region to pick a logical site. Chicago is being considered to enable Midge, Skip, Jeff, and Mike to participate in the Chicago pilot.
 - No CAMS have applied to date.
- Auditions
- Train the Trainer Update (Mike)
 - We'll call it TOT – Training of Trainers
 - On Thursday the TOT agenda will be reviewed (we may need to revisit which comes first content or facilitation skills)

3. Course Design/Development

- Development (Sue)
 - Sue presented the development calendar
 - We do not need to put the logo on every page of the slide
- SME Review (Sue)
- Sarah and Sue
- Working Lunch Activity (Laura)
 - The agenda should include lunch and table exercise
 - This should be a logical piece to a whole training day & we need this time
 - Justification needs to go to Jim Bernard & copy Jim Lynch
 - The lunch period contains an activity that is clearly stated by the presenter and an integrated part of the agenda
 - The orientation is towards the activity rather than the lunch ("grab a sandwich and here is what we will do now...")
 - There are results or an outcome from the activity, a reporting out by each table, for example
 - Logistics coordinators will need to track the Operating Partner attendance for billing
- Course Materials (Laura)
- Will order giveaways by this week
- Will finish list of course materials by Monday
- Laura will put giveaway prices on and give it to Pat to complete it
- Logo & Process Model (Anita)



4. Logistics (Vicki)

- Logistics Coordinator Selection Process – message should contain the message that there is nothing to prevent you from applying to be both because the application due date is 4/6 and facilitators
- Logistics Host Selection Process
- Registration System
- Should be up and running by April 13th
- Need solid numbers of Operating Partners for the DC area. Sarah will check on this.
- NCS Contract – Site Selection
 - Vicki will be checking weekly on the progress of downstairs; if downstairs is not ready, NCS will begin to schedule DC space. We will need to check the cancellation policy when we are booking outside space.

5. Pilot (Pat)

- Logistics (location, hotel, arrival/departure, AV, Catering)
 - Conference room in regional office, no hotel rooms near downtown are accepting the government rate – will keep looking; Bill Davis for AV in Regional and DC; Vicki and Pat will look for a caterer who accepts
 - Downstairs or in the War and Peace Room for HQ Pilot
- Audience Selection
 - Note went out on Thursday and we've received 3 acceptances for DC; 0 for DC

6. Videos (Candace)

- This is SFA
- Modernization

7. Operating Partners (Sarah)

- High-level plans
- 3 High-level plans received; follow up meeting with workgroup at 1:30
- Training Workgroup Meeting Agenda
 - Agenda for the workgroup is to follow up with the plans and answer questions
 - EDS will sponsor 2 applicants for the facilitator process; haven't heard from anyone else
 - Some operating partners want to send their facilitator to the TOT to go back - need numbers as it will affect TOT

8. Communication Plan (Anita)

- Messages Sent
 - Anita will send a countdown reminder each day until the deadline
 - Jim Lynch sent in a message to drum up some participants; could talk to Anne
 - People don't have a feel for what the content will be and this may be a barrier for some folks who may be interested in applying – Anita will send a message out today with content information
 - We need to ensure that messages from senior leaders are encouraging people to APPLY (not a shoe in)
- Upcoming Communication Messages/Calls
 - Anita needs travel information to send out to semi-finalists to come to audition; Diara and Debbie May will need to get something; what people need to know, list of hotels, Vicki will put together a list of procedures



9. Web Tool (Beth)

- June 15th go live date
- Written technical requirements and are refining these; these will serve as test requirements
- Functional requirements match learning objectives
- Systems are aligned with the high-level processes
- Kabob changes (even wording) will be needed as soon as we know them
- More detail will be provided for the steps for each player
- Will have a glossary and tutorial for how to use the web tool
- No logistics requirements will be needed

Other

T-shirt selection - Mesh (vs. interlock); navy blue – logo looks best
Sizes will be selected at audition, so that we can order immediately

No continental breakfast

Permanent badges – This could be costly; go with preprinted name badges

Need to look into the issue of credit and how to ensure

Issues for further discussion/resolution

- NCS will not have the caterers go through their contract. Vicki will work with various caterers for downstairs (Vicki and Pat will talk today about cutting a massive purchase order)
- May need to piggyback the Auditions in the region and the Pilot in Chicago

Action Items

- Need to define audition logistics needs; may need space in the regions
- Discuss facilitation skills coming first in TOT, prior to content
- Jim Lynch wants to be on TOT agenda and discuss with logistics coordinators “How to keep people in the room” and importance of activity during lunch
- Sarah, Vicki and Laura will discuss deadlines for having all materials ready for packaging
- Anita & Sue will discuss how to make graphics more workable
- Need to condense course content outline - Sue will send something to Anita to send out
- 2 min – 3 max Regional rollouts at the same time
- Midge will need to get Vicki a contact in the region to prevent scheduling conflicts
- Duplication of videos – Laura will check with PSG to see if this is covered in their contract
- Sarah and Vicki will discuss timing for selecting shirt sizes for Logistics coordinators
- Anita will check on whether the moratorium will affect the printing and shipping. The question is whether or not Operating Partners are considered the public.



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 3/16/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Met with client stakeholders and began revisions of Student Aid Front 2 Back course materials including participants guide, presenters guide, slideshow and game
- Reviewed draft of the instructor guide, participant guide, slideshow, and material for Student Aid Front 2 Back with SFA and subject matter experts
- Began revising draft instructor guide, participant guide, and materials for Front 2 Back incorporating SFA feedback
- Continued development of Training of Presenter (TOP) course
- User-tested the Student Aid Front 2 Back game and submitted to graphic artist
- Updated Student Aid Front 2 Back logistics work plan
- Met with the Operating Partner training workgroup to determine plans for participation in Student Aid Front 2 Back
- Continued planning for Student Aid Front 2 Back pilot logistics
- Compiled list of Student Aid Front 2 Back course materials and began procurement process

NEXT STEPS:

- Continue development of Student Aid Front 2 Back course slide show, instructor guide, and student game
- Continue discussions with graphic artist for Student Aid Front 2 Back
- Continue development of Training of Presenter (TOP) course
- Review instructor guide, participant guide, slideshow and materials for Student Aid Front 2 Back with Channel's subject matter experts
- Send an email to managers to notify them of their employees selection
- Contact facilitator candidates to schedule auditions
- Distribute audition materials to facilitator candidates
- Distribute Logistics Coordinator and Host application materials

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



**Front 2 Back Process Owners Status Report
March 20, 2001**

1. Facilitators

- Application Review Update (Mike)
 - Received 62 applications & will audition 61 (one person didn't complete the application)
 - 9 Operating Partner applications received
- Auditions (Mike)
 - Regional audition location is Chicago
 - Have already had 1 audition; auditions will run through April 10th
- Train the Trainer Update (Mike)
 - Have a draft agenda, which will be firmed up by the end of the week

2. Course Design/Development

- Development (Laura)
 - 3 Sisters are sending sample materials to produce the game board; game boards will not be disposable; SFA will be responsible for the cost of producing the game boards
 - Design team is doing a talk through Dress Rehearsal will be 3/28; stay tuned for location
- SME Review (Sarah)
 - Bring in individually to walk through their pieces (Friday and Monday)
 - Need to ask them if they can speak to the TOP
- Course Materials (Laura)
 - Giveaways will be ordered as soon as the Task Order is signed

3. Logistics (Vicki)

- Logistics Coordinator Selection Process
 - Process is on schedule: message with application for Logistics hosts & coordinators will go out on 3/22
- Registration System
 - Vicki is having weekly conversations regarding the registration system. We anticipate having 1 password that all Operating Partners will use to register.
- NCS Contract
 - Food issue is still an issue. NCS has not received permission to book lunches through their contract. Jackie (COTR) and Penny are working to resolve the issue – we don't have a contingency
 - Jim Bernard is looking at a mechanism for the Operating Partners to reimburse SFA's costs for lunch.
- Space issue
 - The War and Peace room will be used for the DC classes of Front to Back to cover 30 classes.
 - We need to find space for 10 additional workshops in DC
- Shipping
 - Accenture will need to print and ship the Participant guides
 - SFA will ship remaining course materials



4. Pilot (Pat)
 - Logistics (location, hotel, arrival/departure, AV, Catering)
 - Omni Ambassador East has 12 rooms reserved. Blocked under Dept. of Education Pilot. Everyone needs to call and make their individual reservations for flights and hotel (from within the block)
 - Have a contact for AV – trying to determine if we need to lease a LCD projector.
 - Catering – still working on headcount, going through Au Bon Pain
 - Audience Selection
 - Confirmed participants include 19 SFA employees and 5 Operating Partners (NCS) for the Chicago pilot and 9 SFA employees and 15 Operating Partners for the DC pilot
 - Need to confirm students channel
5. Videos (Candace)
 - We have a lot of material
 - Simultaneous taping taking place today in 3 cities
 - Delivery between May 1st and 4th should be fine for giving to the facilitators
 - The preference is to have Patrick Davidson responsible for the duplication of the videos
6. Operating Partners (Sarah)
 - High-level plans
 - Sarah has received several high-level plans; haven't received anything from NCS
 - Most want to run a modified program
 - Total to date coming to SFA sponsored program = 325
7. Communication Plan (Anita)
 - Upcoming Communication Messages/Calls
 - Midge is calling semi-finalists for facilitators to announce and schedule the auditions
 - Message to managers is going out after calls to the semi-finalists
 - Need a follow up e-mail to semi-finalists with travel procedures and the TOP agenda
8. Web Tool (Beth)
 - Need graphics and color scheme to move forward

Other

T-shirts – Vendor will mock up the logo with and without the blue patch. She'll have the first shipments of shirts ready by the end of this week. We'll have shirts for the audition team and design team. Scarlett is responsible to order the shirts.

Issues for further discussion/resolution

- Equipment for DC location (War and Peace Room) – we need to determine buying vs. renting



Action Items

- Auditions are being scheduled. Mike will let Vicki know when logistics coordinators will be needed to support the audition process.
- Sarah will ask the channel SME's if they can participate in the TOP and review content for F2B on Friday or Monday
- Anita will produce another RFQ for the production of the game boards
- Pat will gather all the backup giveaways for the Pilots from the Traditions leftovers
- Vicki will work with Penny to stay abreast of the issue of including meals in the contracts
- Need to find a room for 75 people for TOP of Presenters and Logistics Coordinators
- Vicki will look for space for 10 additional workshops in DC
- Donnelly will get Vicki the TOP agenda, which indicates when we will need space to hold 70 people and into which we can bring lunch
- Vicki will get TOP agenda to Sarah to give to the Operating Partners
- Vicki will follow up with Jim Bernard regarding the lunch reimbursement plan from Operating Partners
- Vicki will ask CIO if we can get the password for the registration system by 3/30 so it can be included in the messages to the Operating Partners
- Laura and Sarah will talk about who makes the call about design team members attending the Pilot
- Laura will put together the communication about the Dress Rehearsal (what to expect from it and how to participate); Laura will talk to Anne about inviting the web tool team to the Dress Rehearsal rather than the Pilot.
- Laura will get back with Pat regarding moving web tool folks to Dress Rehearsal
- Pat will need to fill the gaps in the Pilot created from removing the Web tool team from the audience list.
- Laura will follow up with Lorraine Chang to determine who will make the duplicates of the videos
- Anita will develop a follow up e-mail to semi-finalists with travel procedures and the TOP agenda
- Anita will give the travel team the deadline that she needs for distributing travel information to facilitator semi-finalists
- Donnelly will caucus the TOP team to determine the dates for the training of the Logistics Coordinators and give the plan to Anita
- Dan will follow up with Vicki about proceeding with the manager confirmation step
- Anita will communicate to the graphic artists the file formats that are needed.
- Laura/Sue will communicate to final graphics decision (hopefully by the end of the week) to Beth Arbogast.
- Sarah will get the names and sizes to order shirts for the design team in time for the pilots.
- Dan will get Scarlett the names and sizes of the Logistics Hosts and Coordinators.
- Donnelly will determine a plan for collecting names and shirt sizes for Facilitators.



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 3/23/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Completed development of 50% of the materials needed for pilot
- Continued revising drafts and incorporating SFA feedback for instructor guide, participant guide, and materials for Student Aid Front 2 Back
- Continued development of the Training of Presenter (TOP) course
- Worked with graphic artist to make changes to Student Aid Front 2 Back gameboard
- Continued planning for Student Aid Front 2 Back pilot logistics
- Continued materials procurement process for Student Aid Front 2 Back
- Distributed Logistics Coordinator and Host application materials
- Contacted presenter candidates to schedule auditions and distribute audition materials.
- Created detailed shipping breakdown for training materials in the regions.
- Planned Student Aid Front 2 Back dress rehearsal.

NEXT STEPS:

- Continue development of course slide show, instructor guide, participant guide, and student game for Student Aid Front 2 Back pilot
- Continue discussions with graphic artist for Student Aid Front 2 Back
- Continue development of the Training of Presenter (TOP) course
- Follow up with reminder announcements for Logistics Coordinator and Host application process
- Hold Student Aid Front 2 Back dress rehearsal

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



**Front 2 Back Process Owners Status Report
March 27, 2001**

1. Graphics (Sue)
 - Game board
 - Minor changes still need to be made
 - Game may be tough to play if you are visually challenged
 - Student Aid Process Model
 - Graphics for the model (puzzle pieces) have been sent to Beth Arbogast for the web tool
2. Course Design/Development
 - Dress Rehearsal (Laura)
 - There will be some folks from the web team, operating partners, design team; less than 30 expected
 - SME Review (Sarah)
 - We will be presenting the course information to the SMEs in the channels tomorrow
3. Pilot (Pat)
 - Logistics (location, hotel, arrival/departure, AV, Catering)
 - Pat is collecting arrival and departure times from all team members
 - Pat is leasing AV equipment for Chicago
 - Linda will use her laptop for the Chicago; her projector remote doesn't work
 - Audience Selection
 - Everyone has confirmed that they will be able to attend as participants
 - Pat is sending confirmations to the participants
4. Logistics (Vicki)
 - Logistics Coordinator Selection Process
 - Have received 8 applications; 1 is from the regions; many people in D.C. didn't think they should have to apply
 - Final decisions will be made on the 13th
 - Will e-mail managers to verify permission for applicants to be logistics coordinators; the e-mail will communicate the 2.5 day time commitment for coordinator training
 - Registration System
 - We'll share the URL with the Operating Partners; no password needed
 - Vicki will put in a few workshops for testing; Laura and Sue will test access to the system
 - NCS Contract - Regional Locations and Lunches
 - Work on the contract is in progress. Negotiation of the lunches is in progress. Regional contracts are in
 - DC Locations
 - All 40 workshops will be held in War and Peace – the dates are posted on the wall outside of Vicki's office
 - Furniture is arriving end of this week for the War and Peace Room; Friday – the cork strips will be installed; 5 flipcharts are not being ordered



- Operating Partners Reimbursement for Lunches
 - NCS will not collect the reimbursement for lunches
- 5. Facilitators
 - Auditions (Midge)
 - Auditions on Monday went well; 3 of 62 have decided not to proceed; we are getting some pushback from some managers; 3 from NCS have been received today; some divisions put restrictions on the number they can take from their area
 - Still hoping to end up with 30-35 facilitators
 - Need to consider the Operating Partner needs for facilitators in deciding the final number of facilitators
 - Midge will be responsible for scheduling the facilitators (we should consider the level of student aid knowledge, personalities, management level, etc. when pairing); Midge should see the dates of the workshops before Vicki confirms them
 - Prior to going into auditions, semi-finalists are being asked to determine their shirt sizes
 - Train the Trainer Update (Mike)
 - April 30 (travel day) thru May 11 (1/2 day)
 - Logistics coordinators will be coming in the 9-11 (2.5 days); Key Bridge Marriott in Rosslyn will be used for the joint training
 - By the end of the week, we will have a finalized agenda
 - Jeff, Stephen, and Vicki will be meeting to discuss content for the training of the logistics coordinators
- 6. Videos (Candace)
 - Delivery Dates – after the pilot; still unsure about the exact delivery dates
 - PSG's contract with Wallen Davidson has only the production of the master; we'll see if Patrick Davidson can take a credit card if we can keep it under \$2500; otherwise we can look at a purchase order for a local vendor
- 7. Operating Partners (Sarah)
 - High-level plans
 - One operating partner will view the dress rehearsal and determine how to modify it for themselves
 - Pilot – will have Operating partners in each
 - Training of Presenters – only 1 name has been submitted, but many have expressed interest; Sarah estimates that a total of 6 will attend
 - 12 applications have been received to date to be facilitators
 - 4 Operating Partners are interested in doing a modified program; 1 Operating Partner wants to do a 5 hour program but not cover the performance measures
 - Operating Partners are handling their own registration for workshops they sponsor
- 8. Communication Plan
 - Upcoming Communication Messages/Calls
 - Will send a general follow up reminder on Thursday of this week; reevaluate Monday, and determine if we need to send targeted messages to the regions to get hosts
 - Anita has begun development on the “Next Steps” pieces for the facilitators



Organization-wide messages

- May want to have a piece about Front 2 Back on “Inside SFA” or have a dedicated edition
- We will need to let people know what Front 2 Back will entail (what will participants learn/do)
- We need to explain what “highly recommended” means and what the ramifications are
- Might want to get the Traditions evaluation results out to people

9. Web Tool (Beth)

- Still shooting for 6/15 deadline
- They are pulling content from Coach and another source that has content already verified
- We need to determine what happens to the web tool when it is delivered 6/15 – at a minimum they need to determine a communication plan to roll it out
- The web tool team will need to let Vicki know how the tool will be rolled out in the course (will a demo CD be shipped to each facilitator?)

10. T-shirts (Sarah)

Other

Issues for further discussion/resolution

Action Items

- Sue will write up the activity that will take place during lunch and give it to Sarah
- Cindy will reproduce the player cards
- Vicki will review workshop dates with Midge
- Mike will communicate to Sarah and Scarlett the sizes needed for the facilitators’ shirts by the 16th of April
- Vicki will need to meet with Mike to determine materials that will be needed for the joint training for Training of Presenters and Logistics Coordinators
- Jeff, Stephen, and Vicki will be meeting to discuss content for the training of the logistics coordinators
- Anita, Laura, and Sarah will work together to develop a comprehensive enterprise-wide marketing strategy
- Beth will need to communicate what part of the web tool will be available for inclusion in the course (e.g., an announcement, paper-based prototype, etc.)
- Stephen will need to develop and communicate the dress code for SFAU; dress code will need to be incorporated into the training materials for facilitators and logistics coordinators
- Laura and Sue need to discuss posters needed as part of training materials and the duplication needs
- Laura, Stephen, and Sarah will discuss the decoration of the War and Peace room
- Sarah will pursue the duplication of the videos.



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 3/31/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Completed development of the materials needed for Front 2 Back pilot
- Held Front 2 Back dress rehearsal
- Continued revising instructor guide, participant guide, and materials for Front 2 Back incorporating SFA feedback
- Continued development of the training of presenters course
- Continued planning for Front 2 Back pilot logistics
- Continued materials procurement process for Front 2 Back
- Continued discussions with graphic artist for Front 2 Back

NEXT STEPS:

- Continue discussions with graphic artist for Front 2 Back
- Continue development of the training of presenters course
- Hold Front 2 Back pilot sessions in Washington DC and Chicago
- Conduct initial review of logistics coordinator applications to determine scope of follow up reminders
- Submit to SFA deliverable 31.2.2- Logistics Plan
- Facilitate debriefing session for design team to determine changes from pilot

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



STUDENT AID FRONT 2 BACK WEEKLY STATUS REPORT

WEEK ENDING: 4/6/01

VALUE POINTS:

- None to report for this period

ACCOMPLISHMENTS:

- Continued discussions with graphic artist for Front 2 Back
- Continued development of the training of presenters course
- Held Front 2 Back pilot sessions in Washington, DC and Chicago, IL
- Conducted initial review of Front 2 Back logistics coordinator applications to determine proper follow-up procedures to ensure that each region is properly represented
- Submitted deliverable 31.2.2- Logistics Plan to SFA
- Continued the materials procurement process for Front 2 Back
- Facilitated debriefing session for design team to determine changes to Front 2 Back based on feedback from the pilot sessions

NEXT STEPS:

- Continue discussions with graphic artist for Front 2 Back
- Continue the materials procurement process for Front 2 Back
- Continue development of the training of presenters course
- Evaluate applications for the Front 2 Back logistics coordinator/logistics host positions and make selections
- Continue auditions for Front 2 Back presenters
- Submit deliverable 31.2.5- Pilot to SFA
- Continue revising instructor guide and participant guide based on debriefing session held after the Front 2 Back pilot sessions

ISSUES:

- None to report for this period

RISKS:

- None to report for this period



Anne Teresa Meeting Agenda

January 3, 2001

- Review and Discuss Deliverables List for TO 29 & 31
- Dan Boulton – Logistics, Facilitator Sourcing, Printing & Shipping
- PSG Subcontracting
- Web-based Tool
- Shadowing Initiative



Logistics Meeting Agenda

DATE: Friday, February 2, 2001

LOCATION: 10:00 AM in the "Sunshine Room" at Portals

1. Assumptions:
 - Use SFA and Operating Partner space wherever possible
 - Classes will be held in each region and in Washington, DC
 - Non-call center Operating Partners will try to attend training in conjunction with SFA employees
 - Call center Operating Partners will have classes conducted on site with SFA and Operating Partner staff co-facilitating
2. Roles:
 - What roles existed during "Traditions?" Which of those do we want to keep? Which of those do we want to modify? Which of those do we want to eliminate?
 - Who will fill these roles?
 - Space and Equipment Locator
 - Securing known space: **SFA**
 - Securing unknown space: **Dan and SFA**
 - Trouble Shooter
 - Printing and Shipping Materials: **Dan**
 - Logistics Host Coordinator (select, train, and schedule logistics hosts)
 - Registrar
 - Name Tag and Certificate Producer
3. SFA Numbers:
 - How many sessions will we hold in Washington, DC?
 - How many sessions will we hold in each region?
 - Schedule/Timeframe
4. Operating Partners Numbers:
 - Best Guess
 - How often will SFA and Operating Partner staff be able to attend training together?
 - How will call centers be handled?
 - How many only call center, completely non-call center, and combination call center/non-call center Operating Partner locations are there?
 - Schedule/Timeframe



Anne Teresa Meeting Agenda

February 7, 2001

1. Review work plan and discuss contingencies
2. Video – additional questions may need to be added to ensure the video is in sync with current design of the course
3. Operating Partner strategy
4. Web Tool
5. Event Planning Firm –
 - Locate space (preferable not hotels), set up catering, and secure AV in regions
 - Utilize free space in DC (Portals - when will it be ready? TDC, etc), however use the event planning firm to secure AV and catering
 - Registration system – which allows OP to register via internet
 - Provide some logistics support
 - Site visits – who will do this?
 - Who signs contracts? What is the process?
6. Shipping & Printing changes in TO
7. Logistics – plans to develop skilled team?
8. Additional items for Task Order (giveaways, cost of hotels, etc)?
9. St. Charles Visit



Operating Partner Involvement in Front 2 Back Strategy

1. Operating Partners will be asked to sponsor facilitators to deliver the course at SFA regional and headquarter locations.
2. Call Centers will most likely need to customize to 2 hr segments. SFA can offer a team of 1-3 facilitators to assist in delivery at the Call Centers. Design Team can assist in providing advice for condensing course to preserve key learning objectives, but it is up to the Operating Partner to condense and tailor the course and course materials.
3. Operating Partners will be offered the opportunity to attend classes held in SFA Regions and Headquarters.
4. SFA could bring the 8-hour course to the Operating Partner locations at their request. Operating Partners would bear responsibility for securing space, AV, catering. Additional spaces could be offered to allow SFA employees to attend the course at the Operating Partner location.
5. Teams that have an SFA-Operating Partner mix would be encouraged to attend the course together.
6. All Operating Partners would be offered the flexibility to deliver the course in their locations and in their timeframes (perhaps by 9/15/01). They would have the additional flexibility to condense and/or tailor the course to their employees' needs. Operating Partners would bear the expense to deliver the course, and they would be accountable for achieving the learning objectives. Design Team can assist in providing advice for condensing course to preserve key learning objectives.
7. Operating Partners will share in the expenses for the course materials. At their request, we would print the materials for them.

** Decisions regarding how the Operating Partners choose to participate will need to be communicated to SFA by 2/28/01.



Logistics Meeting Agenda

DATE: Thursday, February 8, 2001

LOCATION: 9:00 to 11:00 AM, War and Peace Room

1. "Overview" Communication Plan piece: Anita
2. Criteria: Mike
3. Application: Dan
4. Roles: As determined in the last meeting
 - Owner of the Process: Midge
 - Owner of the Communication Plan: Anita
5. Next Steps:
 - Audition Process
 - Materials Development



Logistics Meeting Agenda

DATE: Friday, February 16, 2001

LOCATION: 9:00 to 11:00 AM, War and Peace Room

1. Presentation on Application Review Process and Audition Process: Mike
2. Operating Partner Strategy: Laura
3. Communication Piece of the Application: Anita
4. Application: Anita
5. Process Presentation to Greg Woods: Midge
6. Next Steps and Action Items



Operating Partner Training Work Group Agenda
February 20, 2001

1. Review and Discuss Front 2 Back Course Content & Storyboards
2. Review key timeframes and contingencies for Front 2 Back Course
3. Review and Discuss Strategy for involving Operating Partners
4. Discuss Facilitator Selection Process



Logistics Meeting Agenda

DATE: Monday, February 26, 2001

LOCATION: 1:30 PM Vicki Wilson's Office

1. Review Process:
 - Selection Process
 - Overview
 - Criteria
 - Application
 - Application Review Process
2. Next Steps:
 - Follow up with Anita
 - Establish criteria
 - Select application review panel
 - Develop list of regional contacts



Logistics Meeting Agenda

DATE: Monday, February 27, 2001

LOCATION: 1:30 PM Vicki Wilson's Office

1. Review Process:

- Selection Process
- Criteria
- Application
- Application Review Process
- Overview
- Communication Plan

2. Next Steps:

- Develop next steps materials



Logistics Meeting Agenda

DATE: Monday, March 5, 2001

LOCATION: 11:00 PM Vicki Wilson's Office

1. Roles and Responsibilities:

- Logistics Coordinator
- Logistics Host

2. Next Steps:

- Ordering paper
- Ordering name badges
- Define A/V needs once event planning firm is secured



Anne Teresa Meeting Agenda

March 7, 2001

1. Funding
2. Front 2 Back Tagline
3. Pilot Audience Participants
4. Training Workgroup Agenda
5. Statement of Work for Mike Donnelly



Logistics Meeting Agenda

DATE: Thursday, March 8, 2001

LOCATION: 9:30 AM to 12:00 PM

1. Audition Format
2. Audition Process Information
3. Updated Audition Tool
4. Next Steps and Action Items



Logistics Meeting Agenda

DATE: Monday, March 12, 2001

LOCATION: 1:00 PM Vicki Wilson's Office

1. Re-Visit Selection Process Dates:
 - Move due date from 3/30 to 4/6
 - Review applications from 4/9 to 4/11
 - Check with managers on 4/12
 - Announce on 4/13
2. Review And Update Work Plan:
 - Assign people to be responsible for each item
3. Training of Presenter (TOP):
 - Stephen Blair
4. Roles and Responsibilities:
 - Logistics Coordinator
 - Logistics Host
5. Next Steps:
 - Registration system
 - Printing and shipping
 - Update on meeting with Midge and Sarah



Anne Teresa Meeting Agenda

March 14, 2001

1. Jeff Kober's Role
 - Development of scorecard piece of Front 2 Back
 - TOT – facilitation skills
 - Auditions
 - Dress Rehearsal
 - Pilot, if coinciding with Midwestern auditions
2. Moratorium – are Operating Partners considered “The Public?”
3. Expectations for web tool in course
4. Giveaways from Accenture contract



Logistics Meeting Agenda

DATE: Tuesday, March 27, 2001

LOCATION: 9:30 AM Vicki Wilson's Office

1. Initial Results:
 - How many applications have come in so far?
2. Notification of LC/LH selections:
 - Phone calls or e-mail?
3. Work Plan:
 - Regional Facilities Secured?
 - Contract Modification?
 - Registration System Operational?
4. Training:
 - Conference Call for LH's
5. Next Steps:
 - Contracts Signed for Space
 - Registration System Loaded
 - Applications Due: Review Schedule?
 - Operating Partner Numbers?



Logistics Meeting Agenda

DATE: Wednesday, April 4, 2001

LOCATION: 10:00 AM Vicki Wilson's Office

1. Updated Application Results:
 - How many applications have come in so far?
2. Follow Up Communication Strategy:
 - When?
 - Who?
 - How?
 - What if we don't get the numbers that we need? What Is Our Plan B?
3. Work Plan:
 - Regional Facilities Secured (Boston and New York)?
 - Registration System Testing?
 - Contracts Signed?
4. Training:
 - Meetings with Jeff and Stephen
5. Next Steps:
 - Registration System Live?
 - Meeting Room for the 11th?
 - Application Verification Communication (Vicki and Anita)?
 - Congratulations/Sorry Communications?
 - Training Materials?